



Tripler Army Medical Center

Public Affairs Office Media Release

For Immediate Release
Release Number 04-031

Contact: Tripler Public Affairs Office, 808-433-5785
June 28, 2004

TRICARE Transition

Frequently Asked Questions

Compiled by Managed Care Division
Tripler Army Medical Center

Who should I contact if I have more questions regarding the next generation of TRICARE contracts?

TRICARE posts all available information on the TRICARE Web site (www.tricare.osd.mil). In addition to the useful benefit information, details of the contract can be found there as well (<http://tricare.osd.mil/contractsimplementation/default.cfm>)

TriWest is the regional contractor for the TRICARE West Region, which includes the western CONUS states, Alaska and Hawaii. While the “Start of Health Care Delivery” under the new contract begins on 1 July, TriWest has already assumed responsibility for some functions to support the transition. You may call TriWest at 1-888-TRIWEST. You may also visit the TriWest TRICARE Support Centers at TAMC, Schofield Barracks Clinic, Makalapa Clinic, MCB Hawaii Clinic and the Hickam Clinic, which all operate during normal clinic hours.

The TRICARE Retail Pharmacy Contract transitioned across the entire continental United States on June 1. For assistance with the TRICARE Retail Pharmacy Program, please contact Express Scripts at 1-866-363-8779.

Where will I file my claims with the new TRICARE contractors?

For care delivered through 30 June, continue to file claims with your current claims processor – Palmetto Group Benefits Association (PGBA). Claims for services provided beginning 1 July will be processed by Wisconsin Physician Services. Claims filing addresses for the new TRICARE contractors will be widely disseminated as the date approaches for the new contractors to begin health care delivery. Claims sent to the old claims processing address are forwarded to the new claims processor. In the future, TRICARE Prime providers will electronically submit claims to the new TRICARE contractor address. For addresses other more information on claims, please visit <http://www.tricare.osd.mil/claims/>.

The TRICARE Dual-Eligible Fiscal Intermediary Contract has been awarded to a single contractor (Wisconsin Physicians Service (WPS)) to process claims for Medicare beneficiaries who are also eligible for care in the Military Healthcare System. This program is known as TRICARE For Life (TFL). For more specific information, contact WPS at 1-866-773-0404 for assistance with TRICARE For Life claims questions.

Will I be able to enroll in TRICARE Prime while Hawaii is transitioning to the new TRICARE contractor?

Yes, enrollment processing is not affected by the new TRICARE contracts. You may choose to enroll in TRICARE Prime at anytime by completing a TRICARE enrollment form and submitting it to the TRICARE contractor for your region. The forms are available and may be submitted at the TRICARE Service Centers located in each of the larger Military Treatment Facilities in Hawaii. The completed enrollment form and fee (if applicable) must be received by TriWest on or before the 20th of the current month for your coverage to begin on the first day of the next month. If the form is received after the 20th, your coverage will become effective the first day of the second month. Contact TriWest or visit <http://www.tricare.osd.mil/enrollment/index.cfm> for enrollment assistance.

How do I obtain care while outside Hawaii?

In case of emergencies, use local Emergency Medical Systems (911 if available) or go to the nearest Emergency Room. For less serious, but urgently needed care, call 1888-TriWest for assistance in locating care.

I am a TRICARE Prime enrollee and I'm in the middle of a treatment plan with my provider. My provider who was a part of Health Net's network chose not to join TriWest's network. What happens to my care? Do I need to change providers in the middle of my treatment?

TriWest will honor all authorizations approved by Health Net in Hawaii through and August 2004. TriWest will cover pregnant enrollees to see their current network obstetrician until they deliver. For those beneficiaries actively under treatment, TriWest will work with the beneficiary and the provider to transfer the beneficiary to a contracted provider when appropriate. If you would like to be evaluated for Case Management, please contact your primary care manager and request that a Case Management Referral be made to TriWest.

Is any action required on my part to prepare for the TRICARE contract transition?

No, nothing is required on your part. However, TRICARE encourages you to keep your information current in DEERS. This will ensure that you receive important TRICARE information. Call or visit the nearest uniformed services ID card facility to verify your DEERS information. You can find the nearest facility at www.dmdc.osd.mil/rsl/. You may also call the Defense Manpower Data Center Support Office (DSO) at 1-800-538-9552.

Will my out-of-pocket expenses change under the new TRICARE contracts?

No. TRICARE costs-deductibles, enrollment fees, co-payments, catastrophic caps, cost shares-remain the same, to include the annual adjustments in copays and cost shares.

Will my benefits be affected by the next generation of TRICARE contracts?

No. Your TRICARE benefits remain the same, even though some of the processes for obtaining the benefits are changing. We expect the new contracts to enhance your access to health care and make your satisfaction a priority. A system of incentives within the new contract ensures contractors are rewarded for improvements in quality care, access, and claims payments.